



CUSTOMER INSTRUCTION SHEET

Ordering On-Site Interpretation:

LIONBRIDGE offers three easy ways to request Face-to-Face (on-site) interpretation:

Via Online Ordering:

Lionbridge is proud to offer Web Status for our Face-to-Face interpretation clients. At any time of the day or night you can visit our web site to place an order, view a report, or view your pending order requests and status.

Step 1. Visit the website: <http://interpretation.lionbridge.com>

Step 2. Click "Login Here"

Step 3: Enter User Name & Password

Step 4: Click Submit

Step 5. You are now at the Main Menu. Please follow the instructions.

If you would like more detailed information or would like to be set up with a User Name & Password, please email Lionbridge at stateofmaryland@lionbridge.com

Via Telephone:

Step 1. Call our toll free number: (800) 423-6756 x 4046

Step 2. A customer service representative will take your interpretation request.

Please be prepared to provide the following information:

- 1) Appointment date and time
- 2) Language needed
- 3) Non-English party's name
- 4) Reference number
- 5) Specific location
- 6) Approximate duration of assignment
- 7) Interpreter's on site point of contact and phone number
- 8) Any special instructions (if applicable)



**** If you have an emergency during business hours and are unable to reach someone immediately at the direct-dial numbers above, please call our main number at (202) 289-4777 and tell the receptionist the nature of the emergency. You will be put in contact with a manager-on-duty immediately who will assist you. ****

Via E-Mail:

Email your request to: stateofmaryland@lionbridge.com Please do not email orders during the weekends or those involving emergency night-time requests. Please place immediate night-time and weekend requests via the telephone.

Please include the following details:

- 1) Appointment date and time
- 2) Language needed
- 3) Non-English speaking party's name
- 4) Reference number
- 5) Specific location
- 6) Approximate duration of assignment
- 7) Interpreter's on site point of contact and phone number
- 8) Any special instructions (if applicable)

FREQUENTLY ASKED QUESTIONS

1. *What languages does Lionbridge provide for the State of Maryland?*

The contract specifies that Lionbridge provide in person interpreters in eleven core languages: Albanian, Amharic, Arabic, Cantonese, French, Hindi, Korean, Mandarin, Russian, Spanish, and Vietnamese. However, Lionbridge has over 300 languages in our database, including many rare dialects. We encourage you to call us for any language need.

2. *What do I do if I don't know the language?*

An experienced LIONBRIDGE operator will help to identify the language.

3. *Who should I contact with questions and comments?*

Please call us at (800) 423-6756 x 4046 or e-mail us at stateofmaryland@lionbridge.com

4. *What should I do when the interpreter arrives?*

Provide the interpreter with a brief explanation of the nature of the assignment
Introduce all parties
Explain to the parties that the interpreter's role is solely to facilitate communication through interpretation
Excuse the interpreter upon completion of the assignment
Sign the interpreter's Certificate of Interpretation (COI) form

5. *How will I know that an interpreter has been assigned?*

Lionbridge will send you a report, via e-mail, showing all of your assignments, their status, and the name of the interpreter assigned.

At times, the name of the interpreter will change at the last minute. This is usually due to an interpreter calling in sick or having another type of emergency. If this happens, Lionbridge will assign a different interpreter to your request.

6. *What if Lionbridge does not have an interpreter for my assignment?*

We will make every effort to fill your request. If Lionbridge doesn't have an available interpreter, we will pass the request on to the secondary contractor, CTS. They will attempt to fill the request for you. If no interpreter can be found, you will be notified.

6. *What if my request has special circumstances?*

From time to time, you may have special requirements; for example, you may need to request a female interpreter for a medical examination. We will do our best to accommodate your request. Please let us know of any special circumstances when you place your order. If you order online, please detail these circumstances under "notes" in the online order form.

7. *How do I know that my Lionbridge interpreter is qualified?*

Before they are assigned to a State of Maryland case, interpreters must pass Lionbridge's interpretation test and undergo training and orientation. Interpreters' performance is also monitored and evaluated by our Quality Assurance Department. If you have any concerns about a Lionbridge interpreter's performance on the job, please do not hesitate to contact us. We appreciate your feedback, and take your concerns seriously.



Who is Lionbridge?

Lionbridge is a global provider of language services with over 40 offices in 25 countries. We are a publicly traded U.S. company headquartered in Waltham, Massachusetts. Our core service offerings include:

- Interpretation
- Localization/Translation
- Web Site Localization
- e-Learning Development
- Web Site Testing

The Washington, DC office is the company's headquarters for interpretation services. We provide over 250+ languages for On Site, Over the Phone and Conference level interpretation. It is this office that will be overseeing and managing the contract with the State of Maryland. We have over twenty years of providing interpretation services to hospitals, courts, government agencies and corporations. We look forward to working with you!

www.lionbridge.com



Contract staff

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Please contact if you would like to discuss web site
localization/translation or eLearning projects

In an ongoing effort to provide the best service to accommodate your interpretation needs, we encourage your feedback.